





	<b>Action Recommended by Staff</b>	
<b>1. Call to Order</b>		<b>3:30</b>
<b>2. Roll Call</b>		
<b>3. Approval of Agenda and Modifications if necessary</b>	<b>Action</b>	
<b>4. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)</b>	<b>Information</b>	<b>3:35</b>
<b>5. Minutes of the November 3, 2021 meeting (please review prior to meeting)</b>	<b>Action</b>	<b>3:40</b>
<b>6. Joint Procurement with County Connection for Wheels Dial-A-Ride Services</b>	<b>Information</b>	<b>3:45</b>
<b>7. Dial-A-Ride Customer Satisfaction Survey</b>	<b>Information</b>	<b>4:15</b>
<b>8. PAPCO Report</b>	<b>Information</b>	<b>4:30</b>
<b>9. Service Updates &amp; Concerns</b>	<b>Discussion</b>	<b>4:35</b>
<b>10. Adjournment</b>		<b>5:00</b>

*I hereby certify that this agenda was posted 72 hours in advance of the noted meeting.*

<i>Jennifer Suda</i>	<i>1/7/2022</i>
<i>LAVTA Administrative Services Department</i>	<i>Date</i>







































































# Comparisons of Mean Ratings

	<u>2021</u>	<u>2019</u>	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>	<u>2021 v 2019</u>
Overall experience	3.74	3.61	3.64	3.65	4.43	4.61	0.13
Overall high level of satisfaction with pickup experience	3.90	3.73	3.83	3.81	4.36	4.45	0.17
Overall high level of satisfaction with ride experience	4.14	4.00	3.94	4.03	4.37	4.38	0.14
Overall high level of satisfaction with drop off experience	4.12	3.96	4.08	4.09	4.42	4.37	0.16
Driver operated vehicle safely/followed traffic laws	4.28	4.17	4.13	4.20	4.49	4.55	0.11
Person on phone courteous	4.28	4.07	4.19	4.14	4.40	4.47	0.21
Driver dressed appropriately/clean	4.27	4.15	4.19	4.30	4.46	4.47	0.12
Driver courteous and helpful	4.21	4.15	4.21	4.29	4.57	4.41	0.06
Vehicle/shuttle was clean	4.21	4.07	4.13	4.21	4.32	4.39	0.14
Person on phone able to arrange request for transportation	4.17	3.82	3.88	3.87	4.16	4.50	0.35
Vehicle/shuttle was in working order	4.14	4.03	4.10	4.17	4.30	4.34	0.11
Driver offered me help during drop off	4.14	4.02	4.05	4.08	4.21	4.35	0.12
Driver arrived correct address/pickup spot	4.12	4.01	3.98	4.09	4.38	4.48	0.11
No problems with phone menu	4.11	3.98	4.10	4.08	4.07	4.23	0.13
Person on phone knowledgeable	4.08	3.82	3.80	3.86	4.09	4.31	0.26
Easy to make arrangements for transportation on phone	4.06	3.82	3.75	3.85	4.22	4.45	0.24
Driver dropped me off on time/in correct place	4.05	3.92	4.01	3.96	4.32	4.30	0.13
Able to reach customer service quickly	4.03	3.87	3.86	3.79	4.21	4.40	0.16
Hold times not an issue	3.90	3.63	3.61	3.73	3.92	4.26	0.27
Driver on time	3.62	3.53	3.53	3.47	4.00	4.05	0.09



# Summary of Findings

- Whereas 2019 saw fewer riders accord the highest level of agreement (strongly agree) with the 20 statements, 2021 shows not only an increase over 2019, but increases over 2018 and 2017 as well. Most ratings are at least 10 percentage points higher than last time. This is a welcome change from the softening of opinions seen in 2019. Particularly notable are the number of riders who “strongly agree” that the person on the phone was able to arrange the transportation (+20) and that it was easy to make arrangements on the phone (+19).
- Overall mean ratings saw notable increases when it came to the person on the phone bearing able to arrange the transportation (+.35), hold times not being an issue (+.27), the person on the phone being knowledgeable (+.26), and being easy to make arrangements over the phone (+.24).
- The primary reason for not using Dial-a-Ride since April 2021 is the pandemic, cited as one-third of non-current riders as the reason for their lack of use.
- Once again, the lowest rated statements relate to hold times not being an issue and the driver being on time.